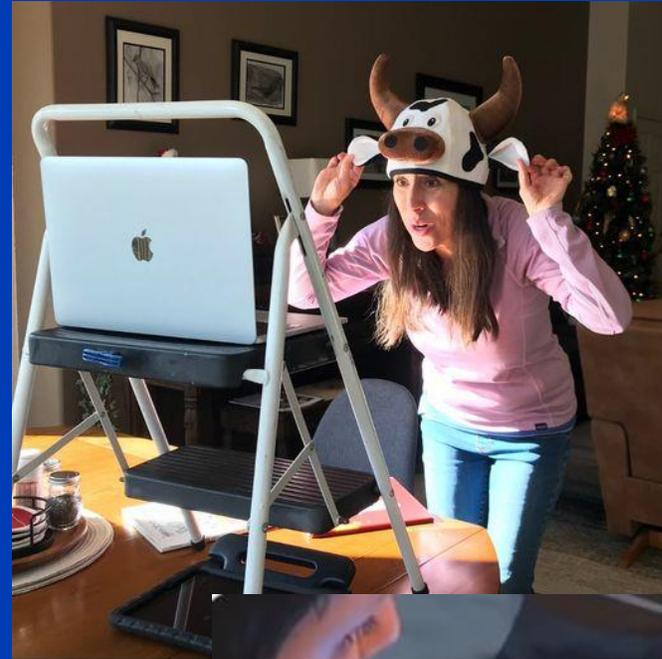


# Washoe County Library System Response to COVID-19

# Library Closure March 2020

## Virtual Services Enhanced

- ▶ Virtual story time
- ▶ Virtual reference
- ▶ Virtual programs and events
- ▶ Enhancement of databases, digital magazines, e-books, and downloadable audiobooks
- ▶ Digital library cards
- ▶ School digital cards



# Physical Services Plan April 2020

## Dedicated to a Safe Reopening

- ▶ Reopening plan based on Governor Sisolak's guidelines.
- ▶ Limits to operational ability
  - ▶ Previous recession cuts
  - ▶ Hiring Freeze
    - ▶ Lost 11 positions
  - ▶ Vulnerable Library staff
  - ▶ Unable to meet many safety guidelines
    - ▶ Reduce number of people in building and exiting people



**WE'RE  
COMMITTED  
TO A SAFE  
REOPENING**

PLEASE REVIEW OUR PHASED PLAN

# Library Core Services May 2020

## Determining Safe Services

- ▶ Access to books: 15 minutes or less
- ▶ Access to Internet: 2 hours or more
- ▶ Access to space and meeting rooms: All Day
- ▶ Began to develop hold pick-up service using drive through windows and meeting rooms



# Safety Protocols May 2020

## Keeping Staff Safe

- ▶ **REALM STUDY:**  
Infection spread on shared books
- ▶ **Purchase of Personal Protective Equipment, masks, gloves, face shields, hand sanitizer and Clorox wipes.**



# Grab and Go Services June 2020

## Hold Pick-up Begins

- ▶ Drive Through
- ▶ Grab-and-Go
  - ▶ June until mid-November 2020
- ▶ Early Voting



#LibrariansAtWork  
**SIERRA VIEW LIBRARY**



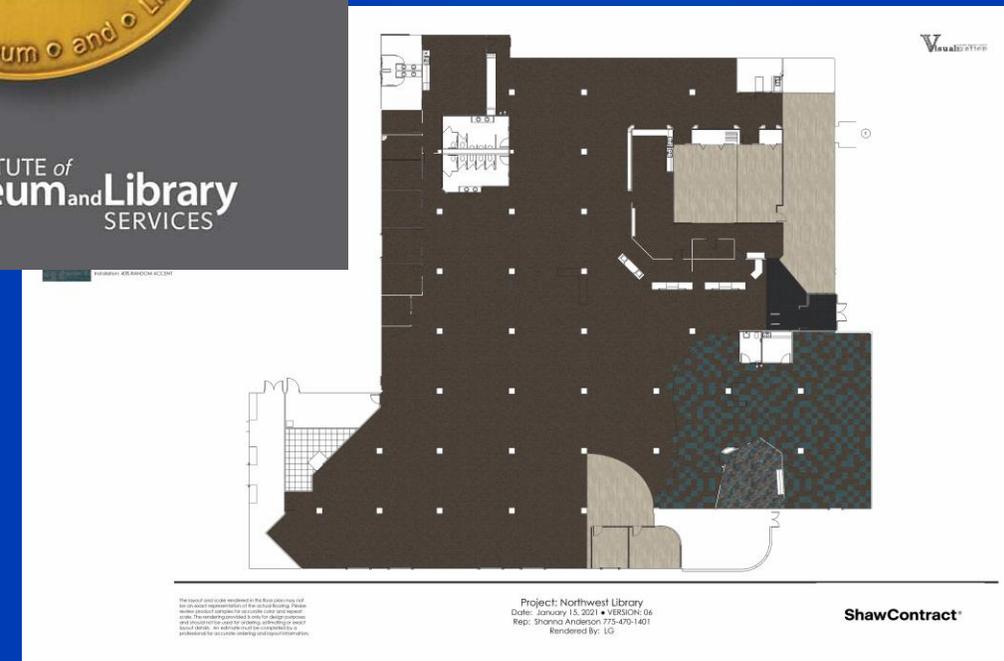
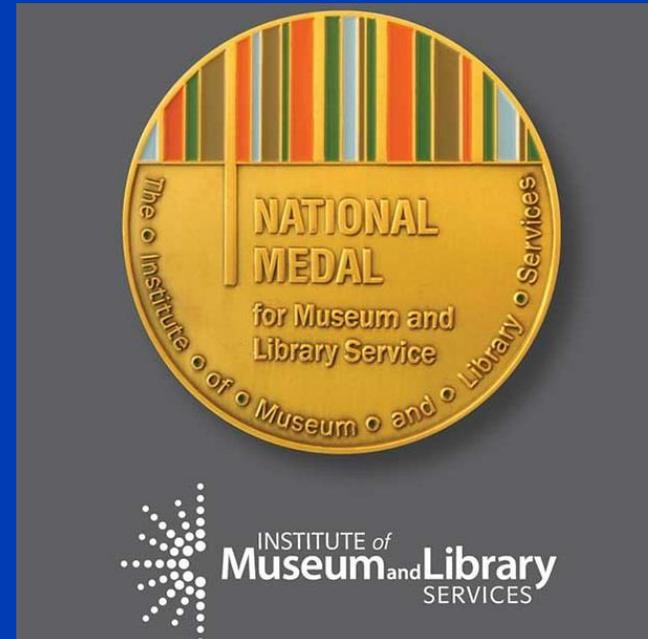
Maya & Michelle are shelving many carts of holds for grab-and-go pickup.



# 2020 Accomplishments

## Ongoing Projects

- ▶ Sparks and Northwest Libraries Renovation
- ▶ Six Automated Materials Handlers (CARES funding)
- ▶ Jail Library Services Funded (LSTA Grant)
- ▶ Purchased PPE for staff
- ▶ Developed virtual and in-person services during a Global Pandemic and kept staff and community safe.
- ▶ Nominated for a IMLS Gold Medal by Senator Cortez-Masto



# 2021 Plans

## Moving Forward

- ▶ Continue to work towards reopening
- ▶ Continue to assist Health District to keep COVID numbers down by tracing
- ▶ Renovation of Sparks and Northwest Reno Libraries
- ▶ Installation of Six Automated Materials Handlers at: Downtown Reno, Incline Village, Northwest Reno, North Valleys, Sierra View, and Spanish Springs.
- ▶ Develop Five Year Strategic Plan including Tax Renewal for 2024
- ▶ Continue to develop plans for new North Valleys Library
- ▶ Work on renovation plans for Sierra View library
- ▶ Further Assist with Vulnerable Population Strategic Initiative

# 2021 Needs

## Acceleration of Library Reopening

- ▶ Cases continue to trend downward
- ▶ Vaccinations increase
- ▶ Library Staff positions unfrozen
  - ▶ 11 FTE: \$600,000
- ▶ Library Staff Vaccinations

